



Solid Steel Success

Industry: Wind Energy
Customer: Mitsubishi Power Systems, Inc.

DMI Delivers Quality on the Rail for Mitsubishi Power Systems

“The quality of DMI’s towers is excellent, and their people are top-notch, customer-oriented and extremely responsive. I just wish all our vendors were as good. Unless they give away the next batch of towers we need, they can’t do much better.” – Bob Wright, Manager of Customer Support

Company Profile

Mitsubishi Power Systems is a subsidiary of Mitsubishi Heavy Industries, Ltd. (MHI), a diversified Fortune “Global 150” company that generates more than \$25 billion in annual revenues. MHI is a world leader in the design, manufacture, installation and service of commercial and industrial power systems that has 1,650 wind turbines in operation around the globe. In addition to overseeing the sales and service of MHI power generating equipment and systems, Mitsubishi Power participates in the development of wind power projects in the United States, Canada and Mexico.

Situation

In 2003, Mitsubishi Power was in the early stages of constructing a wind power project in central Texas for its customer, Shell Renewables. The project, located near Fluvanna, Texas, required 160 towers. The 60- and 69-meter towers were to be fitted with MWT-1000A MHI turbines. At the time, Mitsubishi Power dealt primarily with only two tower manufacturers.

Critical Issue

Mitsubishi Power learned late in the game that its two suppliers did not have the production capacity to manufacture all the necessary towers. Together they could muster only 128 towers in time. That left Mitsubishi Power 32 short of its need with a project completion deadline looming.

Big-Time Delivery

Mitsubishi Power had no desire to leave its customer swinging out of the wind, so in April the company contacted DMI. DMI shifted gears quickly and started manufacturing towers day and night. Meanwhile, DMI began working out the details of shipping towers from West Fargo to Slayton, Texas, by rail, then another 60 miles to Fluvanna by truck. By using rail – something that Mitsubishi Power had never done before – DMI saved the company a significant amount in shipping; rail cost \$23,000 per load compared to \$44,000 over-the-road. The first DMI towers arrived at the jobsite in early September.

“If you only look at the number of towers DMI shipped us, it wasn’t huge in scope, but it was important,” said Bob Wright, manager of customer support and project overseer. “They worked around the clock and delivered 32 towers under a crunch situation.”

There was only one glitch in the process, when a tower section rolled off a truck between Slayton and the Fluvanna. DMI shipped the section back to Fargo, completely remanufactured it and had it back to the site in less than two weeks.

Results

DMI’s quick turnaround time and superior customer service enabled Mitsubishi Power to meet its deadline and its customer’s expectations. The performance has prompted the company to contact DMI for bids on additional projects.

“In all aspects, DMI is superior to any of the tower manufacturers I’ve dealt with over the years,” Wright said. “They jumped through flaming hoops for us and did a great job.”